

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**  
**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2011 covering the prior calendar year 2010

1. Date filed: 02/01/11
2. Name of company(s) covered by this certification: Upsala Cooperative Telephone Association
3. Form 499 Filer ID: 802290
4. Name of signatory: Tony Gebhard
5. Title of signatory: General Manager/CEO
6. Certification:

I, Tony Gebhard, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*


Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed



**Attachments:**    Accompanying Statement explaining CPNI procedures  
                         Explanation of actions taken against data brokers (if applicable)  
                         Summary of customer complaints (if applicable)



Arnold Voss  
43953 State Highway 238  
Freeport MN 56331  
PIN 326

COPY

Effective December 8, 2007, the Federal Communications Commission (FCC) has adopted new rules for Telephone companies to protect your customer information. **Customer Proprietary Network Information (CPNI)** includes the call detail information such as called number, time of call, length of call, etc, as well as the types of service offerings to which you subscribe and the extent to which the services are used. In order for our company to be in compliance with the new FCC rules for CPNI, we want to inform you, our valued customers of the changes that pertain to you.

**With these new FCC rule revisions, we will only be able to discuss account information with the person(s) listed on the account or legal power of attorney.** If call detail is required over the phone, you will need to provide a previously set password in order for our customer service representative (CSR) to supply the requested information over the phone.

**If you do not know your CPNI Pin #- One of the following will happen.**

- 1.) The CSR can mail the requested information to the address on record
- 2.) The authorized customer on the account must come to the business office and show Valid government issued photo ID.

**Please look at the top of this letter for your CPNI Pin or password and keep for future inquiries when calling on your account with Sytek.**

We apologize in advance for any inconvenience this may cause. **We are serious about keeping your account information safe.** Our service to you is not changing as your privacy has always been important to us: we are only tightening our security of protecting your private information, as mandated by the FCC.

If you would like to add some one to your account, to make changes or get account information for you, please fill out the form on the bottom of this letter and return to Sytek PO Box 366 Upsala Mn 56384. **Otherwise only the person(s) listed on the account will be able to obtain or discuss information on your account.** Anytime there are changes made to your account, you will be notified by mail of such changes. The notice will inform you of the change or activity and if this changes was not made by the authorized person(s), to please contact our office immediately.

Please add \_\_\_\_\_ to my account # \_\_\_\_\_  
Please print

Name \_\_\_\_\_ Signature \_\_\_\_\_  
Please print name



COPY

Mikel Nelson  
33726 Breezy Dr  
Burtrum, MN 56318

April 8, 2010

All communications companies have an obligation to protect the confidentiality of Customer Proprietary Network Information (CPNI). Federal law requires that communication companies take specific steps to ensure the CPNI is adequately protected from unauthorized disclosure.

Sytek has received a request to change information pertaining to your account. If you have not authorized the change or changes listed below\*, please contact our business office at 573-1390 immediately.

Sincerely,

Customer Service  
Sytek

**\*Voice Mail Removed**